**1.** **User functionality**

**(25 points)**

x let people search for flights between two airports

x one way on a specific date

x round-trip on specific dates

x one way or roundtrip on flexible dates (+/- 3 days)

x browse the resulting flights

x sort flights by different criteria ( duration of flight)

x filter the list of flights by various criteria ( take-off time, landing time)

**(25 points)**

x Browse questions and answers

x Search questions and answers by keywords

    x make flight reservations/buy the ticket.

x enter the waiting list if the flight is full

x view all the past flight reservations with their details

x view all the upcoming flights with their details

x cancel their flight reservations (if it is business or first class)

[] send an alert to customers in the waiting list that there is an empty seat

x post questions to the customer representative

**2. Admin** (create an admin account ahead of time)

**(25 points)**

x Add, Edit information and Delete a customer representative or customer

x Obtain a sales report for a particular month

x Produce a list of reservations by flight number or by customer name

x Produce a summary listing of revenue generated by a particular flight, airline, or

customer

x Find out which customer generated most total revenue

x Produce a list of most active flights (most tickets sold)

**3. Customer Representative**

**(25 points)**

[] Make flight reservations on behalf of users

[] Edit flight reservations for a customer

[] Add, Edit, Delete information for aircrafts, airports, and flights

[] Retrieve a list of all the passengers who are on the waiting list of a particular flight

[] Produce a list of all flights for a given airport (departing and arriving)

[] Reply to user’s questions

4. Update Schema